

Shared Services Allocations of costs for the Financial Year 2021/2022

Appendix A

Service Area	Allocation of South Hams District Council (SHDC) to West Devon Borough Council (WDBC)	Basis of the apportionment of costs between SHDC and WDBC	Caseload Information which has informed the shared services apportionment
Governance & Assurance			
Leisure	67%/33%	Number of Leisure Centres	South Hams - 4 West Devon – 2
Waste (see note 1 below)	100%/0% 90%/10% 80%/20% 70%/30% 60%/40%	Dependent on specific activity.	Each role is assessed individually
Communications & Media	50%/50%	Time allocation	N/A
Member Services	50%/50%	Equal due to the nature of the work	N/A

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Customer Service & Delivery			
Customer Contact Centre (see note 2 below)	71%/29%	Number of calls to the Customer Contact Centre April 2021 – Dec 2021	South Hams – 77,297 West Devon – 32,158
Case Management Managers and Team Leaders	50%/50%	Management of case managers and workload	N/A – reflects managerial element of roles
Planning Applications* Planning Enforcement*	75%/25% 75%/25%	Planning applications Planning Enforcement cases	South Hams - 1,936 West Devon - 734 South Hams - 439 West Devon - 155

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Housing Benefits	60%/40%	<p>Housing Benefit new claims processed</p> <p>Change of circumstances processed</p>	<p><u>New claims:</u> South Hams - 182 West Devon - 133</p> <p><u>Change of circs:</u> South Hams – 1,949 West Devon – 1,280</p>
Council Tax	63%/37%	Council Tax rated properties (Valuation office list as at 30 December 2021)	South Hams – 45,670 West Devon – 26,345
Business Rates	63%/37%	Business Rates Rating List (Rateable Values as at 30 December 2021). The Rateable Values are an indicator, but an assessment of workload is used for the apportionments	South Hams – £86,747,206 West Devon – £32,839,979

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Environmental Health CoP – various apportionments	Main team allocation 60%/40%	Various depending on their work	Various depending on their work
	Disabled Facility Grants work (59%/41%) (see note 3 below)	Disabled Facility Grant/Regulatory Reform Order Grant cases completed	South Hams – 103 West Devon - 72
	Licensing (50%/50%)	Policy Work	N/A
Housing CoP – various apportionments*	Housing caseload data 60%/40%	Number of contacts resulting in cases Number of housing preventions Numbers on the housing register Number of Direct Lets	South Hams - 160 West Devon - 120 South Hams - 142 West Devon - 85 South Hams – 1,612 West Devon – 1,018 South Hams - 30 West Devon - 7

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HR CoP*	74%/26%	Permanent posts on the establishment December 2021 (this relates to the number of persons employed not the number of FTEs).	South Hams – 304 West Devon – 104
Legal CoP	60%/40%	Time allocation	N/A
Finance CoP	60%/40%	Time allocation	N/A
Design CoP	60%/40%	Time allocation	N/A
ICT Infrastructure team	50%/50%	Time allocation	N/A
ICT Helpdesk team	60%/40%	Time allocation	N/A
Case Management Support Services	60%/40%	Time allocation	N/A
Digital Mailroom	70%/30%	Time allocation	N/A
Internal Audit	62%/38%	Time recording of productive time only	Each role is assessed

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Place & Enterprise			
Place Making	50%/50%	Equal due to the nature of the work	N/A
Assets*	69%/31%	Balance Sheet Assets in each Council's Accounts. The Balance Sheet values at 31 st March 2021 are an indicator, but an assessment of workload is used for the apportionments.	South Hams £98million West Devon £46million
Facilities	50%/50%	Time allocation	N/A
Extended Leadership Team (see note 4 below)	Various splits of individual posts, most either 50%/50% or 60%/40%	Time allocation	Each role is assessed
Senior Leadership Team	50%/50%	Time allocation	Each role is shared on a 50%/50% basis

* Areas of change below the 3% threshold

Significant Areas of change from 2020/21:

1. **Waste** –Due to the implementation of Devon Aligned Service in South Hams a lower allocation was charged to West Devon than normal for the Waste service in 2020/21. Each Waste role has been reviewed individually for 2021/22 and some of the apportionments have changed with a slightly higher allocation to West Devon in 2021/22. This is expected to increase further in 2022/23.
2. **Customer Contact Centre** – change in the numbers of phone calls. (South Hams/West Devon, previously 66%/34%, revised split 71%/29%).
3. **Disabled Facilities Grants** – change in the number of Disabled Facility Grant/Regulatory Reform Order Grant cases completed (South Hams/West Devon previously 63%/37%, revised split 59%/41%).
4. **Extended Leadership Team** – the majority of the Extended Leadership Team allocations have remained the same for 2021/22 (mainly 50%/50% or 60%/40% South Hams/West Devon). However, the time allocation for the Head of Legal Practice has been revised as a one off for 2021/22 from 60%/40% to 70%/30% South Hams/West Devon, to reflect the additional work in South Hams. In addition the Business Manager for Case Management moved to the Interim Head of Waste and Environmental Services which has changed her allocation for 2021/22 from 50%/50% to 60%/40% South Hams/West Devon.